

Bayou Health – Shared Savings Contract Amendment Attachment A-1

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| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | 6.5 Paragraph # 5 The PCP shall serve as the member's initial and most important point of interaction. | 6.5 Paragraph # 5 and new Paragraph #6 The PCP shall serve as the member's initial and most important point of interaction. A PCP in the CCN must be a provider who provides or arranges for the delivery of medical services, including case management and other services, which are found to be medically necessary, are made available in a timely manner as outlined in Section 7.1.5.1. Within thirty (30) days after implementation of the Bayou Health Program in each GSA and monthly thereafter, the CCN shall provide on or before the first of each month the PCP with a report (electronic or hard copy) of all members linked to their practice. | Provide clarification. |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | N/A | (NEW) 6.13 Add new last paragraph: In order to ensure that members have access to a broad range of health care providers, and to limit the potential for disenrollment due to lack of access to providers or services, the CCN shall not have a contract arrangement with any service provider in which the provider represents or agrees that it will not contract with another CCN or in which the CCN represents or agrees that it will not contract with another provider. The CCN shall not advertise or otherwise hold itself out as having an exclusive relationship with any service provider. If DHH determines the CCN or its subcontractors has | Provide clarification. |

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| | | | <p>violated the provisions of the contract and has inappropriately influence potential members to join the CCN, DHH may impose the following sanctions:</p> <ul style="list-style-type: none"> a. The member(s) shall be disenrolled from the CCN at the earliest effective date allowed; b. PMPMs for the months(s) the member was enrolled in the CCN will be recouped; and c. The CCN shall be assessed an additional \$5,000 monetary sanction per member. | |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | 7.1.5.1.1 – Bullet # 13 and 14 <ul style="list-style-type: none"> • Durable Medical Equipment and certain supplies • Prosthetics and orthotics; and | 7.1.5.1.1 – Bullet # 13 and 14 <ul style="list-style-type: none"> • Durable Medical Equipment and certain supplies; and • Prosthetics and orthotics. | Correct typo. |
| | | | | |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | 10.1.9 Newborn Enrollment <p>10.1.9.1. The CCN shall contact members who are expectant mothers sixty (60) calendar days prior to the expected date of delivery to encourage the mother to choose a CCN and a PCP for her newborn.</p> <p>10.1.9.2. The CCN shall be responsible for assuring that hospital subcontractors report the births of newborns within</p> | 10.1.9 Newborn Enrollment <p>10.1.9.1 The CCN shall contact members who are expectant mothers sixty (60) calendar days prior to the expected date of delivery to encourage the mothers to choose a PCP for their newborns. In the event that the pregnant member does not select a pediatrician, or other appropriate PCP, the CCN shall provide the member with a minimum of fourteen (14) calendar days after birth to select a PCP prior to assigning one. The CCN shall cover all newborn care rendered by</p> | Provide clarification. |

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| | | <p>twenty-four (24) hours of birth for enrolled members using DHH’s web-based Request for Newborn Manual system. (See Appendix S). If the mother has made a CCN and/or PCP selection, this information shall be reported. If no selection is made, the newborn will be automatically enrolled in the mother’s CCN. Enrollment of newborns shall be retroactive to the date of the birth.</p> | <p>contracted network providers within the first month of life regardless if provided by the designated PCP or another network provider.</p> <p>10.1.9.2 The CCN shall work with hospitals to report the births of newborns within twenty-four (24) hours of birth for enrolled members using DHH's web-based Request for Newborn Manual system. (See Appendix S). If the member makes a network PCP selection during the hospital stay and one was not already identified, this information shall be reported to the plan. If no selection is made, the CCN shall provide the member with a minimum of fourteen (14) calendar days after birth to select a network PCP prior to assigning one. Enrollment of newborns shall be retroactive to the date of the birth.</p> | |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | N/A | <p>10.1.10.2.1 Add new 4th bullet</p> <ul style="list-style-type: none"> ▪ If the member does not make a selection of a PCP for a newborn within fourteen (14) calendar days of birth. The effective date of a PCP selection or assignment of a newborn will be no later than the first month of enrollment subsequent to the birth of the child. | Provide clarification. |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | N/A | <p>(NEW)</p> <p>10.1.10.2.9 The CCN shall ensure that the pregnant member before the beginning of the last trimester of gestation receives counseling about care for her child, such as designating a</p> | Provide clarification. |

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| | | | network PCP to provide subsequent pediatric care to the child once the child is added to the CCN as well as appropriate referrals to the WIC program for nutritional assistance. The CCN shall also assist the pregnant member with preregistering at a hospital for delivery services and identifying her child's PCP if a selection had been made by the mother. | |
| Exhibit E | RFP 305 PUR- DHH RFP- CCN-S- MVA | 11.7.3 Bullet #1 - # 5 Review Process – Events and Activities <ul style="list-style-type: none"> DHH will review the submitted marketing and member education events and activities and either approve or deny within thirty (30) calendar days from the date of submission. DHH will review the submitted community/health education events and activities and either approve or deny within seven (7) calendar days from the date of submission. DHH reserves the right to require the CCN to discontinue or modify any marketing or member education events after approval. Marketing and member education events and activities, except for those included in | 11.7.3 Bullet #1 - # 5 Review Process – Events and Activities <ul style="list-style-type: none"> DHH will review the submitted marketing and member education events and activities and either approve or deny within seven (7) business days from the date of submission. DHH will review the submitted community/health education events and activities and either approve or deny within seven (7) business days from the date of submission. DHH reserves the right to require the CCN to discontinue or modify any marketing or member education events after approval. Marketing and member education events and activities, except for those included in the original CCN marketing and member education plan, are deemed approved if a response from DHH is not | Provide clarification. |

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| | | <p>the original CCN marketing and member education plan, are deemed approved if a response from DHH is not returned within thirty (30) calendar days following notice of event to DHH.</p> <ul style="list-style-type: none"> Community/health education events and activities except for those included in the original CCN marketing and member education plan, are deemed approved if a response from DHH is not returned within seven (7) calendar days following notice of event to DHH. | <p>returned within seven (7) business days following notice of event to DHH.</p> <ul style="list-style-type: none"> Community/health education events and activities except for those included in the original CCN marketing and member education plan, are deemed approved if a response from DHH is not returned within seven (7) business days following notice of event to DHH. | |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | <p>12.2.2.3.2 The member, or a representative or provider acting on behalf of the member, may file for a State Fair hearing with the designated state entity either orally or in writing, and unless he or she requests expedited resolution, must follow an oral filing with a written, signed State Fair Hearing request.</p> | <p>12.2.2.3.2 The member, or a representative or provider acting on behalf of the member, with the member's written consent, may file for a State Fair Hearing with the Division of Administrative Law, either orally or in writing. However, if the original hearing request is filed orally, a member, representative or provider who desires an expedited resolution must follow up by submitting to the Division of Administrative Law a written, signed request for a State Fair Hearing and an expedited resolution.</p> | Compliance with federal statutes. |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | <p>12.5.3.3 Concurrent Appeal Review 1st sentence</p> <p>The CCN shall conduct an internal concurrent review for each appeal for which a State Fair Hearing is requested.</p> | <p>12.5.3.3 Concurrent Appeal Review 1st sentence</p> <p>The CCN shall, to the extent possible, conduct an internal concurrent review for each appeal for which a State Fair Hearing is requested.</p> | Change required for contractor to meet established timeframes. |

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| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | <p>14.2.1.8 Submit paper claims to the FI in batch form within two (2) business days of receipt. The FI maintains claims billing information on the DHH Medicaid website: http://www.lamedicaid.com/provweb1/billing_information; and</p> <p>14.2.1.9 The following link will provide various address information for submitting paper claims: http://www.lmmis.com/provweb1/ProviderTraining/packets/2006ProviderTraining/0133%20%202006%20Basic%20Service%20Training.pdf.</p> | <p>14.2.1.8 Submit paper claims to the FI in batch form within two (2) business days of receipt. The FI maintains claims billing information on the DHH Medicaid website: http://www.lamedicaid.com/provweb1/billing_information;</p> <p>14.2.1.9 The following link will provide various address information for submitting paper claims: http://www.lmmis.com/provweb1/ProviderTraining/packets/2006ProviderTraining/0133%20%202006%20Basic%20Service%20Training.pdf; and</p> <p>14.2.1.10 The CCN shall specifically deny payments for all claims for Provider Preventable Conditions also known as “never events”.</p> | Comply with federal law. |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | N/A | <p>(NEW) 18.7.6 If DHH determines the CCN or its subcontractors has steered potential members to join the CCN, DHH may impose the following sanctions:</p> <ul style="list-style-type: none"> a. The member(s) shall be disenrolled from the CCN at the earliest effective date allowed; b. PMPMs for the months(s) the member(s) was enrolled in the CCN will be recouped; c. The CCN shall be assessed an additional \$5,000 monetary sanction per member; and | Ensure compliance of federal law. |

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| | | | <p>d. The CCN shall submit a letter to each member notifying the member of their imposed sanction and of their right to choose another CCN.</p> <p>18.7.7 If DHH determines the CCN has violated any of the marketing and/or outreach activities outlined in the Contract, the CCN may be subject to remedial sanctions specified in Section 18.7 and/or a monetary sanction of up to \$10,000 per violation/incident. The amount and type of sanctions shall be at the sole discretion of DHH.</p> | |
| Exhibit E | RFP 305 PUR- DHHRFP- CCN-S- MVA | <p>19.41. Release of Records - The CCN shall release medical records of members as may be authorized by the member, as may be directed by authorized personnel of DHH, appropriate agencies of the State of Louisiana, or the United States Government. Release of medical records shall be consistent with the provisions of confidentiality as expressed in this Contract. The ownership and procedure for release of medical records shall be controlled by the Louisiana revised statutes, including but not limited to, La.R.S. 40:1299.96, La.R.S. 13:3734, and La.C.Ev. Art. 510; and the 45 CFR Parts 160 and 164(HIPAA Privacy Rule.</p> | <p>19.41. Release of Records - The CCN shall release medical records of members as may be authorized by the member, as may be directed by authorized personnel of DHH, appropriate agencies of the State of Louisiana, or the United States Government. Release of medical records shall be consistent with the provisions of confidentiality as expressed in this Contract. The ownership and procedure for release of medical records shall be controlled by the Louisiana revised statutes, including but not limited to, La.R.S. 40:1299.96, La.R.S. 13:3734, and La.C.Ev. Art. 510; and the 45 CFR Parts 160 and 164(HIPAA Privacy Rule) and subject to reasonable charges. The Health Plan shall not charge DHH/BHSF or their designated agent for any copies of records requested.</p> | Ensure compliance of state law. |
| Exhibit E | RFP 305 PUR- DHHRFP- | N/A | (NEW) Definitions | Ensure compliance |

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| | CCN-S-MVA | | Provider Preventable Condition (PPC) – Preventable healthcare-acquired or other provider-preventable conditions and events, also known as never events, identified by DHH for nonpayment such as but not limited to bed pressure ulcers or decubitus ulcers; or events such as surgical or invasive procedures performed on the wrong body part or wrong patient; wrong surgical procedure performed on a patient. | with federal law. |
| Exhibit E Appendix E | RFP 305 PUR- DHHRFP- CCN-S- MVA | Appendix E – Revised Shared Savings Model Benchmark Development for Contract Period ending December 31, 2012 (dated June 15, 2011) Entire document. | Appendix E - Shared Savings Model Benchmark Development for Contract Period ending December 31, 2012 (dated January 31, 2012) Delete previous version in its entirety and replace with attached revised Appendix E dated January 31, 2012. | Ensure compliance with state and federal law. |
| Exhibit E Appendix H | RFP 305 PUR- DHHRFP- CCN-S- MVA | Appendix H – Performance Measures Measure * % of Call Center calls answered by a live person within 30 second Minimal Performance Standard ≥90% | Appendix H – Performance Measures Measure * % of Call Center calls answered within 30 second or direct the call to an automatic call pickup system with IVR options; Minimal Performance Standard ≥ 95% | Align with other sections of the contract. |
| Exhibit E Appendix CC | RFP 305 PUR- DHHRFP-CCN- P-MVA Appendix CC | Appendix CC – CCN-S ePCCM Breakdown of Tasks | Appendix CC – CCN-S ePCCM Breakdown of Tasks Delete previous version in its entirety and replace with attached revised Appendix CC. | Correct typos. |